REQUEST FOR PROPOSAL
INPATIENT ELECTRONIC HEALTH RECORD
Rev. 002

RE: Request for Proposal ("RFP")

General Information
Titus Regional Medical Center ("TRMC") is seeking a proposal regarding function from your company for an inpatient and ambulatory Electronic Health Record (EHR). TRMC is considering replacing our current systems with an integrated EHR solution from a vendor partner. The vendor partner and TRMC will enter into a mutually successful partnership evidenced by successful implementation and acceptance of a vendor’s solution for our medical center.

We are seeking to find a vendor willing to enter into this relationship covering all of the categories of services, products, and solutions discussed within this proposal, and who is willing to assume responsibility for all of the categories.

We invite your firm to submit a proposal to us by February 15, 2017 for consideration.

I. PROFILE OF TRMC
For more than 60 years, TRMC has been committed to providing quality, compassionate care for the communities we serve. During this time, we have grown from a 32-bed community hospital into a 174-bed comprehensive, regional healthcare system including a medical staff of over 150 physicians & mid-level providers representing some 26 specialties, including 24/7 general surgical services, cardiology, neurology, orthopedics, radiology, urology, pulmonology, OB/GYN, pediatrics, wound healing, behavioral health & a cancer treatment center. In 2016, TRMC achieved the designation of a Primary Stroke Center. TRMC has been a Joint Commission accredited facility since 1979, illustrating our long-standing commitment to achieving and maintaining high quality healthcare.

A few highlights about TRMC:
- 7 building campus plus our Family Care Center
- Intensive Care Unit
- 5 OR Suites – Anesthesia professional billed by Hospital
- Hospitalist Program – Professional billed by Hospital
- Intensivist Program - Professional billed by Hospital
- Tele-neurology Program
- Geriatric Behavioral Health Unit
- Inpatient Rehabilitation Facility
- Heart & Vascular Clinic, Diagnostics and Rehab
- Cardiac Catherization Lab
- Primary Care, including Internal Medicine, Family Practice, and Urgent Care offered at our
Family and Community Care Centers
- 1,000 plus births annually
- 24,000 emergency department visits annually
- Wound Care Center

The primary service area population which is Titus County stands at approximately 32,334 people, with an additional 48,800 people in the four surrounding counties.

INTRODUCTION

A. GOALS
The overall goal of the partnership will be to achieve the highest standards in patient safety, financial stability and profitability, and operational efficiency, thus creating an efficient, comprehensive, and integrated healthcare delivery model. The multi-year partnership effort with well-defined, measurable milestones and return on investment (ROI) measures will create the model system for delivering quality healthcare to its patients. Additionally, TRMC intends to achieve improvements in workflow processes, clinical functions, support functions, improvement in revenue cycle performance, and reduction in overall expenses leading to a solid IT foundation for the future. The partnership will also create an environment, which will allow the medical center to take full advantage of any stimulus monies that may become available.

TRMC’s dynamic and focused leadership team, working with its employees, intends to review and redesign some of its clinical and business processes/work-flows with an emphasis on maximizing safety, appropriate standardization, quality, and operational efficiencies. We may utilize the successful vendor’s past healthcare experiences or other outside consulting services in the redesign of its workflows and processes.

B. RESULT
TRMC understands that a single vendor may not be able to provide all of the solutions needed. Therefore, a vendor must indicate willingness to accept responsibility and work with other vendors as identified for all of the categories of services, products, or supplies identified herein and collaborate with other vendor(s), as identified, to provide the needed solutions.

TRMC reserves the right to abandon this approach and look at any alternative approach for any reason that will result in achieving its goals.
II. INSTRUCTIONS TO VENDORS

This RFP contains an overview of the process TRMC will use to identify an EHR vendor. The vendor should be able to deliver function in the areas of general financial, client financial, clinical, support department, data warehouse functionality, and other areas at an excellent price point.

This outlined process provides the opportunity to get answers to questions regarding the RFP process or clarification about any other section within the RFP.

Vendors are not to contact any other employee, volunteer, doctor, or any person affiliated with TRMC regarding marketing of their prospective solution. Conducting business in the normal course of providing ongoing customer support of current applications is acceptable. Failure to comply with these communication procedures may disqualify the vendor from consideration.

If clarification is required, please direct all questions to the following:

Mr. Tim Pugsley, VP of IT and Shared Services

EMR.RFP@TitusRegional.com

Re: specific RFP-related questions

Please note the RFP Excel workbook contains an “Instructions” tab. The information on these tabs is invaluable to your successful response and must be adhered to with no changes. These instructions must be followed to ensure an equitable evaluation.

RFP responses must also be submitted in the same electronic format as they are received, specifically Microsoft Excel, to EMR.RFP@TitusRegional.com on the due date and time.

A person of authority in the company should sign and return the proposal with a cover sheet on company letterhead. Two electronic versions (one that is protected from write capability and one that is not and allows compilation) shall be submitted. Responses are due no later than noon Central Time on February 15, 2017. There will be no extensions of this deadline granted.

Late, incomplete, or unsigned responses not conforming to the instructions of this RFP may not be considered and can lead to disqualification.

TRMC reserves the right to reject any and all bids as well as ask a vendor to re-bid for any unforeseen instances. Responses to this RFP (in totality, including attachments) will become part of the master contract with the selected vendor. TRMC reserves the right to select any bid in total or in part, as appropriate. Prices listed within a vendor’s proposal should be considered valid for 180 days after delivery of that proposal.
Information that a vendor may come into contact with during the course of this selection process in regards to TRMC will be considered confidential and shall not be disclosed by the vendor in whole or in part without the written consent of TRMC.

PROJECTED RFP AND PROPOSAL TIMELINE

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>January 02, 2017</td>
<td>RFP issued to vendors</td>
</tr>
<tr>
<td>February 15, 2017</td>
<td>Last date for RFP response submission from vendors</td>
</tr>
<tr>
<td>March 31, 2017</td>
<td>Identification of finalist/vendor(s) of interest for demos</td>
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<tr>
<td>June 15, 2017</td>
<td>Completion of site visit of finalist(s)</td>
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<tr>
<td>September 1, 2017</td>
<td>Vendor of choice announced</td>
</tr>
<tr>
<td>September 15, 2017</td>
<td>Board approval / contract signing</td>
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<tr>
<td>Q3 2017</td>
<td>Commence implementation process</td>
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All dates are approximate excluding vendor proposal submission deadlines. TRMC reserves the right to modify or change this timeline as needed.

A. INFORMATIONAL TELECONFERENCE

Each vendor will be provided the opportunity to participate in a one-hour open forum teleconference on Friday, January 27, 2017, at 11:00 CST with members of the RFP team and Mr. Tim Pugsley for clarification of the RFP. Vendors should not go around the TRMC process – to do so may risk elimination from consideration.

B. ONSITE DEMONSTRATIONS

It will be at TRMC’s sole discretion as to whether onsite demonstrations are allowed. The format of such demonstrations (if needed) will be strictly adhered to and will be set up via the guidelines TRMC puts in place. If necessary, TRMC may request a second round of demonstrations.

TRMC will identify an interdisciplinary group of potential users who will attend all the onsite demonstrations. This group along with the Project Steering Committee will evaluate each vendor’s functionality. These two groups will be involved in the identification of the vendor of choice.
C. REFERENCE SITE VISITS

TRMC plans on conducting reference site visits for the top two or three vendors of choice identified after RFP response evaluation is complete. Vendors should plan ahead for these visits making arrangements with the four reference facilities to be listed in the format below. TRMC is planning on making at least one site visit per vendor finalist. TRMC retains the option to make a second site visit to one of the remaining three references.

In addition, TRMC will call one or more of the client references included in your response.

III. RFP RESPONSE REQUIREMENTS

In responding to this request, please provide 2 (one is maintained within Purchasing) copies of the following information:

A. VENDOR REFERENCE RESPONSE

Each vendor is to submit four references. These references are defined as:

- Clients who have implemented all the functions proposed in this RFP.
  - Please indicate clients that have originated services in the last year
  - Please indicate clients that have had similar function operational for two years.

- The client must be of similar size (volume).

TRMC is requesting a listing of no less than 10 and no more than 25 clients who have similar solutions you are proposing to TRMC. The list is to be on a separate document.

In addition, please include clients that have terminated services with your organization in the last year on a separate sheet. The response should contain the client’s name, CIO or IT Director’s name, address, and phone number.

List the four references below with the information as indicated.

1. Name of Healthcare Facility:
   Address:
   Contact Person/Title:
   Telephone No:
   Date system was implemented:
   Size of Facility:
   Transaction Volume by Provider:
   Size of IT department:
   URL of site:
2. Name of Healthcare Facility:
   Address:
   Contact Person/Title:
   Telephone No:
   Date system was implemented:
   Size of Facility:
   Transaction Volume by Provider:
   Size of IT department:
   URL of site:

3. Name of Healthcare Facility:
   Address:
   Contact Person/Title:
   Telephone No:
   Date system was implemented:
   Size of Facility:
   Transaction Volume by Provider:
   Size of IT department:
   URL of site:

4. Name of Healthcare Facility:
   Address:
   Contact Person/Title:
   Telephone No:
   Date system was implemented:
   Size of Facility:
   Transaction Volume by Provider:
   Size of IT department:
   URL of site:

TRMC reserves the right to make appropriate contacts, inquiries, and short-notice visits to any client provided by the vendor.

B. SYSTEM COST

One factor in the analysis of vendor offerings will be the five-year total cost of ownership (TCO). TRMC requests that your response include a five-year TCO (see attached spreadsheet – “Cost Data” tab). Costs are to be presented based on your high level milestone proposed implementation plan. Please provide the implementation plan by month showing the month an application implementation starts and the month in which it will go “live”. All costs should be tied to this implementation plan. If your solution is selected as the vendor of choice, then TRMC and assigned program management will jointly refine the details of the implementation plan.
On a separate tab named “Projection Detail”, please include appropriate detail about your projections of what costs TRMC could expect to incur that would not be part of costs paid to the primary partner. TRMC requests you provide your best judgment (from previous engagements) on what TRMC will need to implement and support this solution (including staffing recommendations for implementation and ongoing support). Some of the anticipated TRMC costs would be: project team, project management, consulting services, interface fees, third party license fees, additional IT staffing requirements, hardware, communications, etc. Please provide as much detail as is possible. Please present this information using a five-year timeframe. Vendors failing to list all costs may be eliminated.

TRMC may also add outside consulting services cost to the TCO for backfilling employee workforce during implementation, assistance with reengineering processes, additional project management, etc. The TCO used to analyze each vendor will be the combination of the vendor’s cost and those costs incurred by TRMC to implement and support the solution.

Please include all costs. All costs are to include application license fees, training and implementation, project management, travel and other out of pocket, third party software and support, hardware and support, annual system support and maintenance fees, etc. This may not be an all-inclusive listing of your costs so please include any not mentioned here. The costs must be listed by year and reflected in the implementation plan. Additional required software not typically part of your suite of software should be listed on the “Other” tab.

Two copies of the cost schedule are to be provided using Microsoft Excel. One schedule can be locked, but one must be available to TRMC for analysis.

C. RESEARCH AND DEVELOPMENT ESSAY

Also, each response should also include a maximum two-page response to the following statement. The response should be double-spaced, Times Roman 12-point font, and have one-inch margins on all sides.

Please delineate your company’s R&D plans in addressing new technology that will play a key role in healthcare IT. If cost is available for such an item, then please specify. Specifically, address the following, but not limited to:

1. Radio frequency identification (RFID)
2. Single sign-on
3. Proximity identification
4. Security of data in addressing future Meaningful Use and HIPAA Security requirements
5. Mobile device platforms
6. Smart beds and medical devices
7. Population management application
IV. OTHER

While price will certainly be an important factor in evaluating and selecting a firm, TRMC shall award the contract to the responsible offeror whose proposal is determined in writing by the Senior Leadership Team to be the most advantageous, taking into consideration price and other evaluation factors set forth in this Request for Proposal. TRMC may reject all proposals if it is deemed that such action is in the best interest of the political subdivision.

TRMC will evaluate and award the RFP on the basis of the following factors:

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<thead>
<tr>
<th>Criteria</th>
<th>Weight %</th>
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<tbody>
<tr>
<td>a) Cost</td>
<td>30%</td>
</tr>
<tr>
<td>b) References</td>
<td>20%</td>
</tr>
<tr>
<td>c) Response to requirements</td>
<td>30%</td>
</tr>
<tr>
<td>d) Technology</td>
<td>20%</td>
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</tbody>
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TRMC will evaluate proposals on a qualitative and cost basis. Incomplete proposals will not be considered.

V. IDENTIFICATION AND NOTIFICATION TO VENDORS OF “VENDOR OF CHOICE”

It is our intention to narrow the vendors down to no more than three finalists. Once the finalists have been identified, an initial round of discussions will occur. During those discussions, the vendor and TRMC will refine the implementation schedule and the proposed costs. When completed, the Steering Committee will recommend to TRMC leadership the vendor of choice. That recommendation will include the applications to implement, current Third Party applications to be replaced, the implementation schedule, and the five-year TCO.